



## UTILITY FACT SHEET

### City of Grapevine

This information is a summary of useful information related to utility service in the city of Grapevine (water and sewer). It is not intended to substitute for a complete copy of the utility billing ordinances which are contained in the municipal code. The complete set of ordinances controlling city utility services is located in the municipal code in Chapter 25. A copy of the code is available at the city library and on the city website at [www.grapevinetexas.gov](http://www.grapevinetexas.gov), then click Code of Ordinances on the home page. If you have any questions not answered in this information sheet or in the code, please do not hesitate to call the Utility Billing Office at 817-410-3172; e-mail us at [www.grapevinetexas.gov](mailto:info@grapevinetexas.gov) and click on the contact link; or, send us regular mail at P.O. Box 2503, Grapevine, TX 76099.

- Persons desiring utility service from the city (water, sewer, refuse collection, storm water drainage) must make application to the Utility Billing Office located in the city hall, 200 South Main. Applications may be made in person, online, by mail, or by fax (817-410-3032). Applications will require a copy of a valid driver's license and the applicant's social security number.
- Applicants will be approved for service upon payment of a cash deposit or authorization to bill the deposit on the first month's bill for service. Residential deposits are \$50. Commercial deposits are \$40. Billed deposits must be paid by the due date of the first bill to avoid disconnection of service. Construction-meter deposits are \$125 (3/4") or \$750 (2").
- Applicants may pay deposits and bills by cash, check, money order, or charge to a debit or credit card. Bills may also be paid by setting up an automatic bank draft or recurring credit card.
- Note that customers who authorize their banks to issue checks on their behalf (commonly called e-checks) should ensure that the bank will send the check so that it will arrive at the Utility Billing Office on or before the due date. Even if the bank issues the check prior to the due date, if it does not arrive at the city offices in time, the customer will be assessed a late penalty.
- Meter-Reading Schedule - Water meters will be read on a regular cycle once per month. The city is divided into four quadrants and each quadrant, or reading cycle, is read once a month. The approximate reading time for each cycle is as follows:
  - Cycle 1 - 1<sup>st</sup> week, Cycle 2 – 2<sup>nd</sup> week, Cycle 3 – 3<sup>rd</sup> week, Cycle 4 – 4<sup>th</sup> week.



- Payments for city utility service are due in the Utility Billing Office not more than 20 days from the postmarked date of the bill. The payment is delinquent and a late penalty will be assessed if unpaid by the due date. If the due date is a holiday or weekend date, the payment is due the next business day after the due date.
- The late payment penalty is **10%** of the total amount of the bill (no less than \$3).
- **If the bill is not paid in full by the time of the next subsequent billing, a cutoff notice will be mailed. If the bill is not paid in full within 10 days of the cutoff notice, service will be discontinued.**
- Disconnected service **will not** be reconnected until all **current** and **delinquent** charges have been paid, plus all penalties and a reconnect fee of **\$15**. An additional fee of **\$30** will be assessed when service work is requested for nonbusiness hours.
- Customers are liable for any damage to the water meter installed at the customer property. It is unlawful for anyone to break, damage, tamper with, obstruct the flow of, or prevent the proper running of the water meter in any manner whatsoever. Customers who may commit any of the offenses listed above will be charged a fee for water lost and a fee for any damages to the water meter and may have criminal charges filed against them.
- Returned Checks – There is a service charge of **\$20** for all checks or other instrument that is returned for insufficient funds.
- **Loss of Water** – Customers are responsible for all discharges of water on the discharge (customer) side of the water meter, regardless of whether or not the discharge was due to leakage in pipes or customer plumbing problems.
- Sewer bills (wastewater) are based upon the amount of water used at the service address. Residential bills are fixed for a twelve-month period by averaging the customers' water use during the three-month period of **December, January, and February**. Commercial customers' sewer bills are based upon water volume and may vary from month to month.
- Customers that feel the water meter has been improperly read may request a meter re-read. Customers will be charged \$10 for the re-read. If the reading proves that the original re-reading was incorrect, the \$10 will be credited back to the account.
- Customers may request a hearing before the city Utility Hearing Officer if there is a situation beyond the control of the customer which may have resulted in an overcharge or charge for services not rendered; or, with late fees or penalties which may need to be adjusted to alleviate the situation. Arrangements may be made for a hearing by calling the Utility Billing Office at 817-410-3172.

